

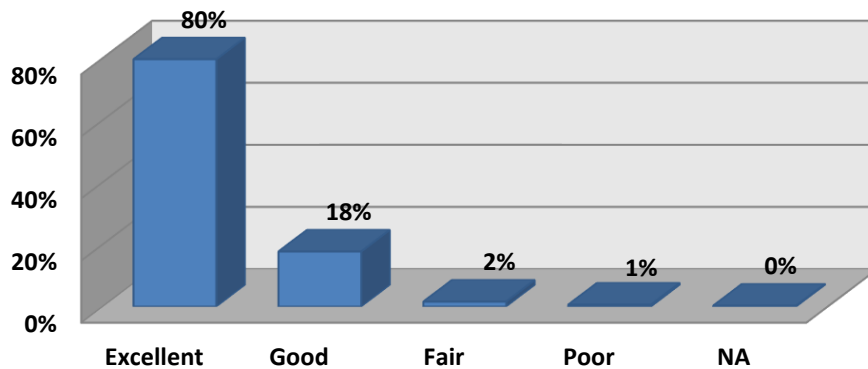
2017 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

1. Please rate the quality of services you receive from IVRS?

Excellent	247	80%
Good	55	18%
Fair	5	2%
Poor	2	1%
NA	1	0%
Total	310	100%

1. Please rate the quality of services you receive from IVRS



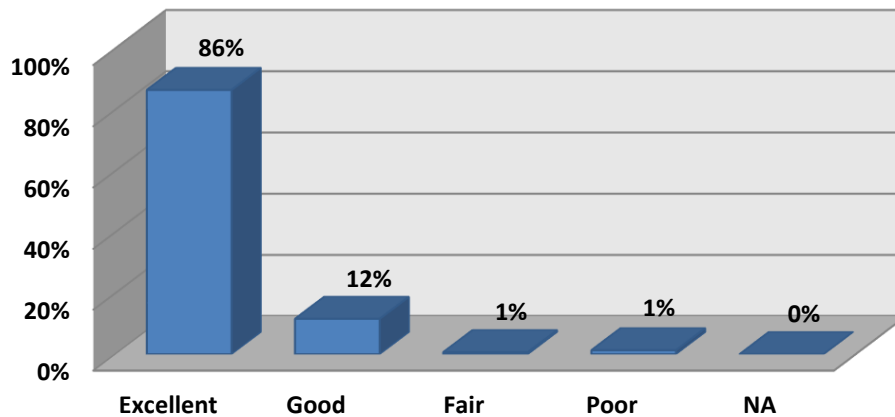
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STATE REHABILITATION COUNCIL

2. Please rate the politeness of IVRS staff.

Excellent	268	86%
Good	36	12%
Fair	2	1%
Poor	4	1%
NA	0	0%
Total	310	100%

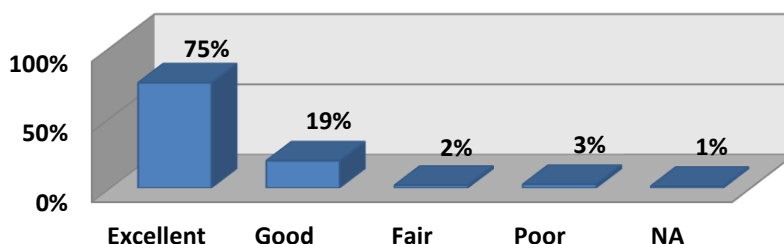
2. Please rate the politeness of IVRS staff



3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

Excellent	232	75%
Good	60	19%
Fair	6	2%
Poor	8	3%
NA	4	1%
Total	310	100%

3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



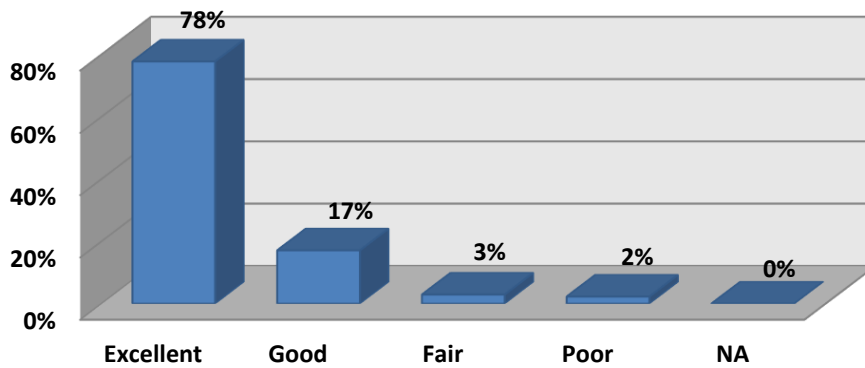
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STATE REHABILITATION COUNCIL

4. Please rate the chance of recommending IVRS to someone else.

Excellent	241	78%
Good	53	17%
Fair	9	3%
Poor	7	2%
NA	0	0%
Total	310	100%

4. Please rate the chance of recommending IVRS to someone else



Percent Returned by Area Office

